McAfee®

virusscan®

User Guide

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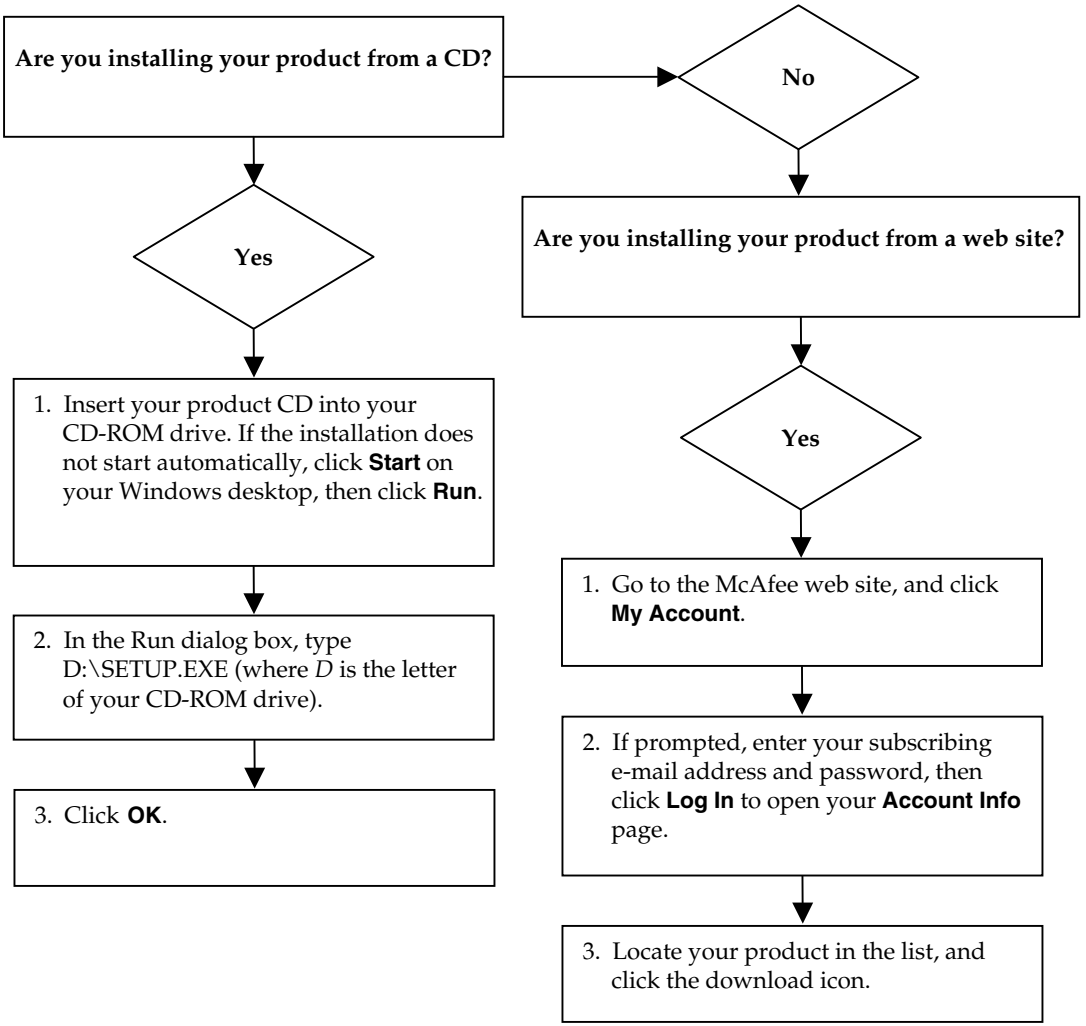
Quick Start Card

If you are installing your product from a CD or the web site, print this convenient reference page.


Are you installing your product from a CD?
No
Yes
Are you installing your product from a web site?
Yes
1. Insert your product CD into your CD-ROM drive. If the installation does not start automatically, click **Start** on your Windows desktop, then click **Run**.
2. In the Run dialog box, type D:\SETUP.EXE (where *D* is the letter of your CD-ROM drive).
3. Click **OK**.
1. Go to the McAfee web site, and click **My Account**.
2. If prompted, enter your subscribing e-mail address and password, then click **Log In** to open your **Account Info** page.
3. Locate your product in the list, and click the download icon.

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For more information

To view the User Guides on the product CD, make sure you have Acrobat Reader installed; if not, install it now from the McAfee product CD.

1. Insert your product CD into your CD-ROM drive.
2. Open Windows Explorer: Click **Start** on your Windows desktop, and click **Search**.
3. Locate the Manuals folder, and double-click the User Guide .PDF you want to open.

Registration benefits

We recommend that you follow the easy steps within your product to transmit your registration directly to us. Registration ensures that you receive timely and knowledgeable technical assistance, plus the following benefits:

- FREE electronic support
- Virus definition (.DAT) file updates for one year after installation when you purchase VirusScan software

  Go to http://www.mcafee.com/ for pricing of an additional year of virus signatures.
- 60-day warranty that guarantees replacement of your software CD if it is defective or damaged
- SpamKiller filter updates for one year after installation when you purchase SpamKiller software

  Go to http://www.mcafee.com/ for pricing of an additional year of filter updates.
- McAfee Internet Security Suite updates for one year after installation when you purchase MIS software

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For technical support, please visit

http://www.mcafeehelp.com/.

Our support site offers 24-hour access to the easy-to-use Answer Wizard for solutions to the most common support questions.

Knowledgeable users can also try our advanced options, which include a Keyword Search and our Help Tree. If a solution cannot be found, you can also access our FREE Chat Now! and E-mail Express! options. Chat and e-mail help you to quickly reach our qualified support engineers through the Internet, at no cost. Otherwise, you can get phone support information at

http://www.mcafeehelp.com/.

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Getting Started 1

Welcome to McAfee VirusScan.

McAfee VirusScan is an anti-virus subscription service offering comprehensive, reliable, and up-to-date virus protection. Powered by award-winning McAfee scanning technology, VirusScan protects against viruses, worms, Trojan horses, malicious scripts, and hybrid attacks.

With it, you get the following features:

ActiveShield — Scan files when they are accessed by either you or your computer.

Scan — Search for viruses and potentially unwanted programs in hard drives, floppy disks, and individual files and folders.

Quarantine — Encrypt and temporarily isolate infected and suspicious files in the quarantine folder until an appropriate action can be taken.

Hostile activity detection — Monitor your computer for virus-like activity caused by malicious scripts and worm-like activity.

New features

This version of VirusScan provides the following new features:

- **Scanning for potentially unwanted programs**
  VirusScan can scan for potentially unwanted programs (including spyware, adware, and dialers) during manual scanning, outbound e-mail scanning, instant messaging (IM), via the Windows Explorer shortcut menu, and via the Microsoft Outlook toolbar icon.

- **Scanning of large outbound attachments**
  To address increased use of broad-band Internet connections and service providers increasing e-mail storage and transmission sizes, VirusScan is now optimized to scan large e-mail attachments without interfering with e-mail program timeout values.

- **E-mail scanning**
  VirusScan automatically scans inbound (POP3) and outbound (SMTP) e-mail and e-mail attachments for most popular e-mail clients, including Microsoft Outlook, Netscape Mail, Eudora, and Pegasus.

- **Instant messenger scanning**
  VirusScan automatically scans inbound file transfers for most popular instant messaging clients, including Yahoo Messenger, AOL Instant Messenger, and MSN Messenger.

- **Hostile activity detection**
  VirusScan provides ScriptStopper™ and WormStopper™ to detect, alert, and block virus-like activity caused by malicious scripts and worm-like activity.

- **Automatic file infection cleaning**
  VirusScan automatically attempts to clean infected or suspicious files as soon as they are detected.

- **Scheduled scanning**
  You can now schedule automatic scanning at specified intervals to thoroughly check your computer for viruses.

- **File quarantine**
  You can use the Quarantine feature to encrypt and temporarily isolate infected and suspicious files in the quarantine folder until an appropriate action can be taken. Once cleaned, a quarantined file can then be restored to its original location.

- **Submit files to AVERT**
  VirusScan now includes the ability to submit suspicious files directly from the Quarantine feature to the McAfee AntiVirus Emergency Response Team (AVERT™) for research.

- **Virus Map reporting**
  You can now anonymously send virus tracking information for inclusion in our World Virus Map. You can automatically register for this free, secure feature and view the latest worldwide infection rates via the McAfee SecurityCenter.

System requirements

- Microsoft® Windows 98, Windows Me, Windows 2000, or Windows XP
- Personal computer with Pentium 133 MHz or higher processor
- 32 MB of RAM
- 35 MB of free hard disk space (for installation)
- Microsoft® Internet Explorer 5.5 or later

NOTE
To upgrade to the latest version of Internet Explorer, visit the Microsoft web site at http://www.microsoft.com/.

Testing VirusScan

Before initial use of VirusScan, it's a good idea to test your installation. Use the following steps to separately test the ActiveShield and Scan features.

Testing ActiveShield

To test ActiveShield:

1. Go to http://www.eicar.com/ in your web browser.
2. Click the **The AntiVirus testfile eicar.com** link.
3. Scroll to the bottom of the page. Under **Download**, you will see four links.
4. Click **eicar.com**.

If ActiveShield is working properly, it detects the eicar.com file immediately after you click the link. You can try to delete or quarantine infected files to see how ActiveShield handles viruses. See *If ActiveShield finds a virus* on page 22 for details.

Testing Scan

Before you can test Scan, you must disable ActiveShield to prevent it from detecting the infected files before Scan does, then download the test files.

To download the test files:

1. Disable ActiveShield: Right-click the McAfee icon, point to **VirusScan**, then click **Disable**.
2. Download the EICAR test files from the EICAR web site:
   a. Go to http://www.eicar.com/.
   b. Click the **The AntiVirus testfile eicar.com** link.
   c. Scroll to the bottom of the page. Under **Download**, you will see these links:

      eicar.com contains a line of text that VirusScan will detect as a virus.

      eicar.com.txt (optional) is the same file, but with a different file name, for those users who have difficulty downloading the first link. Simply rename the file "eicar.com" after you download it.

      eicar_com.zip is a copy of the test virus inside a .ZIP compressed file (a WinZip™ file archive).

      eicarcom2.zip is a copy of the test virus inside a .ZIP compressed file, which itself is inside a .ZIP compressed file.

d Click each link to download its file. For each one, a **File Download** dialog box appears.

e Click **Save**, click the **Create New Folder** button, then rename the folder **VSO Scan Folder**.

f Double-click **VSO Scan Folder**, then click **Save** again in each **Save As** dialog box.

3 When you are finished downloading the files, close Internet Explorer.

4 Enable ActiveShield: Right-click the McAfee icon, point to **VirusScan**, then click **Enable**.

To test Scan:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Scan for Viruses**.

2 Using the directory tree in the left pane of the dialog box, go to the **VSO Scan Folder** where you saved the files:

a Click the **+** sign next to the C drive icon.

b Click the **VSO Scan Folder** to highlight it (do not click the **+** sign next to it).

This tells Scan to check only that folder for viruses. You can also put the files in random locations on your hard drive for a more convincing demonstration of Scan's abilities.

3 In the **Scan Options** area of the **Scan for Viruses** dialog box, ensure that all options are selected.

4 Click **Scan** on the lower right of the dialog box.

VirusScan scans the **VSO Scan Folder**. The EICAR test files that you saved to that folder appear in the **List of Detected Files**. If so, Scan is working properly.

You can try to delete or quarantine infected files to see how Scan handles viruses. See *If Scan finds a virus or potentially unwanted program* on page 30 for details.

Using McAfee SecurityCenter

McAfee SecurityCenter is your one-stop security shop, accessible from its icon in your Windows system tray or from your Windows desktop. With it, you can perform these useful tasks:

- Get free security analysis for your computer.
- Launch, manage, and configure all your McAfee subscriptions from one icon.
- See continuously updated virus alerts and the latest product information.
- Receive free trial subscriptions to download and install trial versions directly from McAfee using our patented software delivery process.
- Get quick links to frequently asked questions and account details at the McAfee web site.

> **NOTE**
> For more information about its features, click **Help** in the **SecurityCenter** dialog box.

While SecurityCenter is running and all of the McAfee features installed on your computer are enabled, a red M icon appears in the Windows system tray. This area is usually in the lower-right corner of the Windows desktop and contains the clock.

If one or more of the McAfee applications installed on your computer are disabled, the McAfee icon changes to black .

To open the McAfee SecurityCenter:

1. Right-click the McAfee icon .
2. Click **Open SecurityCenter**.

To access a VirusScan feature:

1. Right-click the McAfee icon .
2. Point to **VirusScan**, then click the feature you want to use.

Using McAfee VirusScan 2

Using ActiveShield

When ActiveShield is started (loaded into computer memory) and enabled, it is constantly protecting your computer. ActiveShield scans files when they are accessed by either you or your computer. When ActiveShield detects an infected file, it automatically tries to clean the virus. If ActiveShield cannot clean the virus, you can quarantine or delete the file.

Enabling or disabling ActiveShield

ActiveShield is started (loaded into computer memory) and enabled (denoted by the red icon in your Windows system tray) by default as soon as you restart your computer after the installation process.

If ActiveShield is stopped (not loaded) or is disabled (denoted by the black icon), you can manually run it, as well as configure it to start automatically when Windows starts.

Enabling ActiveShield

To enable ActiveShield for this Windows session only:

Right-click the McAfee icon, point to **VirusScan**, then click **Enable**. The McAfee icon changes to red .

If ActiveShield is still configured to start when Windows starts, a message tells you that you are now protected from viruses. Otherwise, a dialog box appears that lets you configure ActiveShield to start when Windows starts (Figure 2-1 on page 14).

Disabling ActiveShield

To disable ActiveShield for this Windows session only:

1. Right-click the McAfee icon, point to **VirusScan**, then click **Disable**.
2. Click **Yes** to confirm.

   The McAfee icon changes to black .

If ActiveShield is still configured to start when Windows starts, your computer will be protected from viruses again when you restart your computer.

Configuring ActiveShield options

You can modify ActiveShield starting and scanning options in the **ActiveShield** tab of the **VirusScan Options** dialog box (Figure 2-1), which is accessible via the McAfee icon in your Windows system tray.

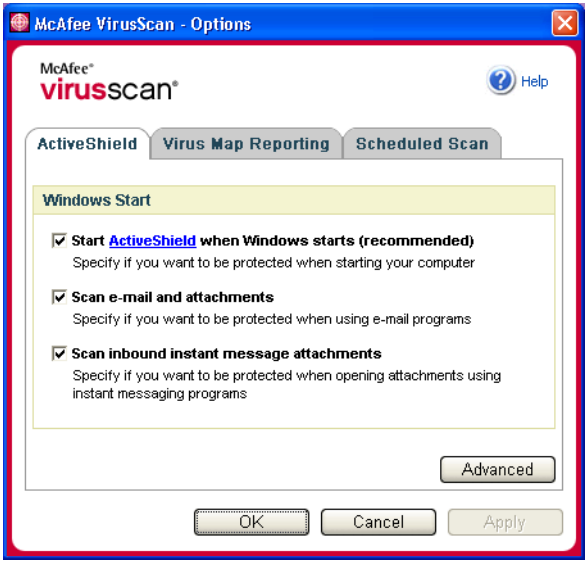

Figure 2-1. ActiveShield Options

Starting ActiveShield

ActiveShield is started (loaded into computer memory) and enabled (denoted by red) by default as soon as you restart your computer after the installation process.

If ActiveShield is stopped (denoted by black), you can configure it to start automatically when Windows starts (recommended).

NOTE
During updates to VirusScan, the **Update Wizard** might exit ActiveShield temporarily to install new files. When the **Update Wizard** prompts you to click **Finish**, ActiveShield starts again.

To start ActiveShield automatically when Windows starts:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Options**.

The **VirusScan Options** dialog box opens (Figure 2-1 on page 14).

2 Select the **Start ActiveShield when Windows starts (recommended)** checkbox, then click **Apply** to save your changes.

3 Click **OK** to confirm, then click **OK**.

Stopping ActiveShield

WARNING
If you stop ActiveShield, your computer is not protected from viruses. If you must stop ActiveShield, other than for updating VirusScan, ensure that you are not connected to the Internet.

To stop ActiveShield from starting when Windows starts:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Options**.

The **VirusScan Options** dialog box opens (Figure 2-1 on page 14).

2 Deselect the **Start ActiveShield when Windows starts (recommended)** checkbox, then click **Apply** to save your changes.

3 Click **OK** to confirm, then click **OK**.

Scanning e-mail and attachments

By default, e-mail scanning and automatic cleaning are enabled via the **Scan e-mail and attachments** option (Figure 2-1 on page 14) and the **Automatically clean infected attachments (recommended)** option (Figure 2-2 on page 17).

When these two options are enabled, ActiveShield automatically scans and attempts to clean inbound (POP3) and outbound (SMTP) infected e-mail messages and attachments for most popular e-mail clients, including the following:

- Microsoft Outlook Express 4.0 or later
- Microsoft Outlook 97 or later
- Netscape Messenger 4.0 or later
- Netscape Mail 6.0 or later
- Eudora Light 3.0 or later

- Eudora Pro 4.0 or later
- Eudora 5.0 or later
- Pegasus 4.0 or later

NOTE
E-mail scanning is not supported for these e-mail clients: Web-based, IMAP, AOL, POP3 SSL, and Lotus Notes. However, ActiveShield scans e-mail attachments when they are opened.

If you disable the **Scan e-mail and attachments** option, the E-mail Scan options (Figure 2-2 on page 17) and the WormStopper options (Figure 2-5 on page 22) are automatically disabled. If you disable outbound e-mail scanning, the WormStopper options are automatically disabled.

If you change your e-mail scanning options, you must restart your e-mail program to complete the changes.

Inbound e-mail

If an inbound e-mail message or attachment is infected, ActiveShield performs the following steps:

- Tries to clean the infected e-mail
- Tries to quarantine or delete an uncleanable e-mail
- Includes an alert file in the inbound e-mail that contains information about the actions performed to remove the infection

Outbound e-mail

If an outbound e-mail message or attachment is infected, ActiveShield performs the following steps:

- Tries to clean the infected e-mail
- Tries to quarantine or delete an uncleanable e-mail
- Sends an alert file to you in a new e-mail that contains information about the actions performed to remove the infection

NOTE
For details about outbound e-mail scanning errors, see the online help.

By default, ActiveShield scans both inbound and outbound e-mail. However, for enhanced control, you can set ActiveShield to scan only inbound or outbound e-mail.

To disable scanning of inbound or outbound e-mail:

1 Right-click the McAfee icon, point to **VirusScan**, and then click **Options**.

2 Click **Advanced**, then click the **E-mail Scan** tab (Figure 2-2).

3 Deselect **Inbound e-mail messages** or **Outbound e-mail messages**, then click **OK**.

If your e-mail server is set to only send and receive e-mail while you are at your computer, you can choose to have alerts prompt you to clean infected e-mail by disabling auto-cleaning. Follow the steps below to disable auto-cleaning, then see *Managing infected e-mail* on page 23 for details about responding to alerts.

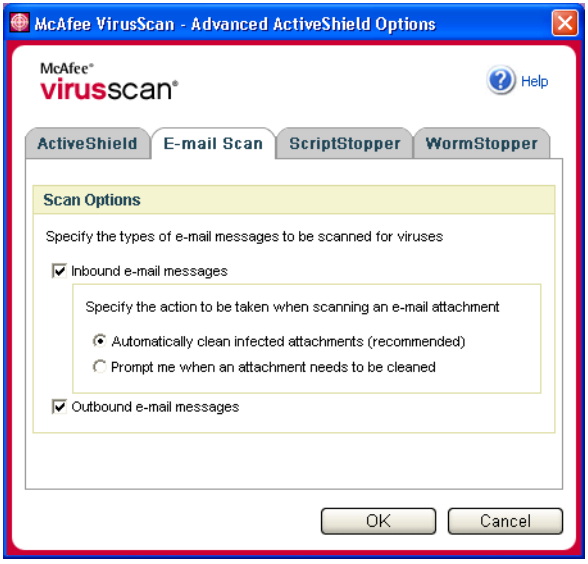

Figure 2-2. E-mail Scan Options

To disable auto-cleaning of infected e-mail:

1 Right-click the McAfee icon, point to **VirusScan**, and then click **Options**.

2 Click **Advanced**, then click the **E-mail Scan** tab (Figure 2-2).

3 Click **Prompt me when an attachment must be cleaned**, then click **OK**.

Scanning inbound instant message attachments

By default, scanning of instant message attachments is enabled via the **Scan inbound instant message attachments** option (Figure 2-1 on page 14).

When this option is enabled, VirusScan automatically scans and attempts to clean inbound infected instant message attachments for most popular instant messaging clients, including the following:

- MSN Messenger 6.0 or later
- Yahoo Messenger 4.1 or later
- AOL Instant Messenger 2.1 or later

NOTE
For your protection, you cannot disable auto-cleaning of instant message attachments.

If an inbound instant message attachment is infected, VirusScan performs the following steps:

- Tries to clean the infected message
- Prompts you to quarantine or delete an uncleanable message

Scanning all files

If you set ActiveShield to use the default **All files (recommended)** option, it scans every file type that your computer uses, as your computer attempts to use it. Use this option to get the most thorough scan possible.

To set ActiveShield to scan all file types:

1. Right-click the McAfee icon, point to **VirusScan**, and then click **Options**.
2. Click **Advanced**, then click the **ActiveShield** tab (Figure 2-3 on page 19).
3. Click **All files (recommended)**, then click **OK**.

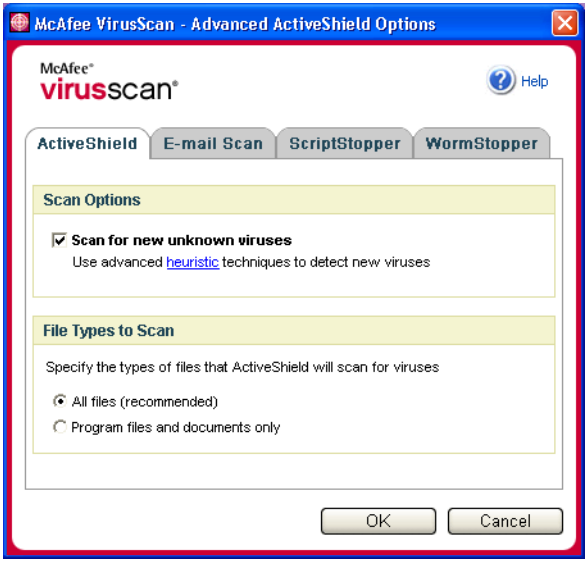

Figure 2-3. Advanced ActiveShield Options

Scanning program files and documents only

If you set ActiveShield to use the **Program files and documents only** option, it scans program files and documents, but not any other files used by your computer. The latest virus signature file (DAT file) determines which file types that ActiveShield will scan.To set ActiveShield to scan program files and documents only:

1. Right-click the McAfee icon, point to **VirusScan**, and then click **Options**.
2. Click **Advanced**, then click the **ActiveShield** tab (Figure 2-3).
3. Click **Program files and documents only**, then click **OK**.

Scanning for new unknown viruses

If you set ActiveShield to use the default **Scan for new unknown viruses (recommended)** option, it uses advanced heuristic techniques that try to match files to the signatures of known viruses, while also looking for telltale signs of unidentified viruses in the files.

To set ActiveShield to scan for new unknown viruses:

1. Right-click the McAfee icon, point to **VirusScan**, and then click **Options**.
2. Click **Advanced**, then click the **ActiveShield** tab (Figure 2-3).
3. Click **Scan for new unknown viruses (recommended)**, then click **OK**.

Scanning for scripts and worms

VirusScan monitors your computer for suspicious activity that might indicate a threat is present on your computer. While VirusScan cleans viruses, ScriptStopper™ and WormStopper™ prevent viruses, worms, and Trojans from spreading further.

The ScriptStopper and WormStopper protection mechanisms detect, alert, and block malicious activity. Suspicious activity might include the following actions on your computer:

- A script execution that results in the creation, copying, or deletion of files, or the opening of your Windows registry
- An attempt to forward e-mail to a large portion of your address book
- Attempts to forward multiple e-mail messages in rapid succession

If you set ActiveShield to use the default **Enable ScriptStopper (recommended)** and **Enable WormStopper (recommended)** options in the **Advanced Options** dialog box, ScriptStopper and WormStopper monitor script execution and e-mail activity for suspicious patterns and alerts you when a specified number of e-mails or recipients has been exceeded within a specified interval.

To set ActiveShield to scan for malicious scripts and worm-like activity:

1. Right-click the McAfee icon, point to **VirusScan**, then click **Options**.
2. Click **Advanced**, then click the **ScriptStopper** tab.
3. Click **Enable ScriptStopper (recommended)** (Figure 2-4 on page 21).

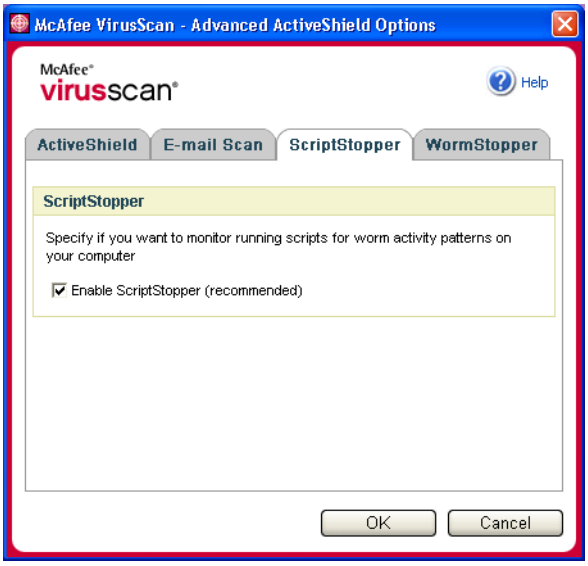

Figure 2-4. ScriptStopper Options

4 Click the **WormStopper** tab, click **Enable WormStopper (recommended)**, then click **OK** (Figure 2-5 on page 22).

By default, the following detailed options are enabled:

- Pattern matching to detect suspicious activity
- Alerting when e-mail is sent to 40 or more recipients
- Alerting when 5 or more e-mails are sent within 30 seconds

> **NOTE**
> If you modify the number of recipients or seconds for monitoring sent e-mails, it might result in invalid detections. McAfee recommends that you click **No** to retain the default setting. Otherwise, click **Yes** to change the default setting to your setting.

This option can be automatically enabled after the first time a potential worm is detected (see *Managing potential worms* on page 24 for details):

- Automatic blocking of suspicious outbound e-mails

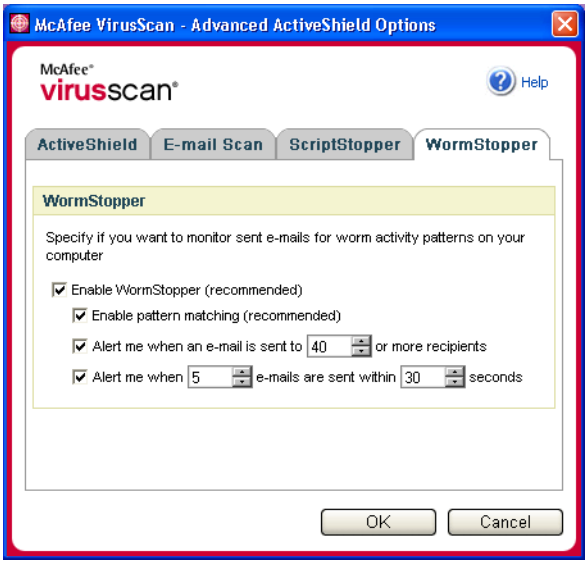

Figure 2-5. WormStopper Options

If ActiveShield finds a virus

If ActiveShield finds a virus, a virus alert similar to Figure 2-6 appears. For most viruses, Trojan horses, and worms, ActiveShield automatically tries to clean the file. You can then choose how to manage infected files, infected e-mail, suspicious scripts, and potential worms, and whether to submit infected files to the McAfee AVERT labs for research.

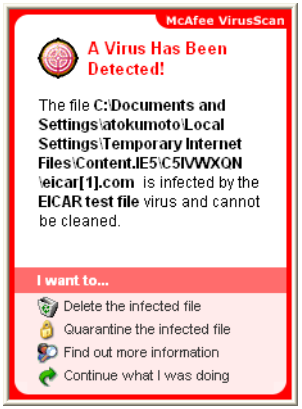
McAfee VirusScan
A Virus Has Been Detected!
The file C:\Documents and Settings\atokumoto\Local Settings\Temporary Internet Files\Content.IE5\C5IVWXON\eicar[1].com is infected by the EICAR test file virus and cannot be cleaned.
I want to...
Delete the infected file
Quarantine the infected file
Find out more information
Continue what I was doing

Figure 2-6. Virus Alert

Managing infected files

1. If ActiveShield can clean the file, you can learn more or ignore the alert:
   - Click **Find out more information** to view the name, location, and virus name associated with the infected file.
   - Click **Continue what I was doing** to ignore the alert and close it.
2. If ActiveShield cannot clean the file, click **Quarantine the infected file** to encrypt and temporarily isolate infected and suspicious files in the quarantine directory until an appropriate action can be taken.

   A confirmation message appears and prompts you to check your computer for viruses. Click **Scan** to complete the quarantine process.
3. If ActiveShield cannot quarantine the file, click **Delete the infected file** to try to remove the file.

Managing infected e-mail

1. If you disabled auto-cleaning of e-mail, you can learn more and clean the e-mail:
   a. Click **Find out more information** to view the file name, virus name, infection status, sender, and subject associated with the infected e-mail.
   b. Click **Clean the infected attachment**.
2. If ActiveShield cannot clean the e-mail, click **Quarantine the infected attachment** to encrypt and temporarily isolate infected and suspicious files in the quarantine directory until an appropriate action can be taken.

   A confirmation message appears and prompts you to check your computer for viruses. Click **Scan** to complete the quarantine process.
3. If ActiveShield cannot quarantine the e-mail, click **Delete the infected attachment** to try to remove the file.

Managing suspicious scripts

1. If ActiveShield detects a suspicious script, you can find out more and then stop the script if you did not intend to initiate it:
   a. Click **Find out more information** to view the name, location, and description of the activity associated with the suspicious script.
   b. Click **Stop this script** to prevent the suspicious script from running.
2. If you are sure that you trust the script, you can allow the script to run:
   a. Click **Allow this script this time** to let all scripts contained within a single file to run once.
   b. Click **Continue what I was doing** to ignore the alert and let the script run.

Managing potential worms

1 If ActiveShield detects a potential worm, you can find out more and then stop the e-mail activity if you did not intend to initiate it:

   a Click **Find out more information** to view the recipient list, subject line, message body, and description of the suspicious activity associated with the infected e-mail message.

   b Click **Stop this e-mail** to prevent the suspicious e-mail from being sent and delete it from your message queue.

2 If you are sure that you trust the e-mail activity, click **Continue what I was doing** to ignore the alert and let the e-mail be sent.

Manually scanning your computer

The Scan feature lets you selectively search for viruses and potentially unwanted programs on hard drives, floppy disks, and individual files and folders. When Scan finds an infected file, it automatically tries to clean the file, unless it is a potentially unwanted program. If Scan cannot clean the file, you can quarantine or delete the file.

Manually scanning for viruses and potentially unwanted programs

To scan your computer:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Scan for Viruses**.

The **Scan for Viruses** dialog box opens (Figure 2-7).

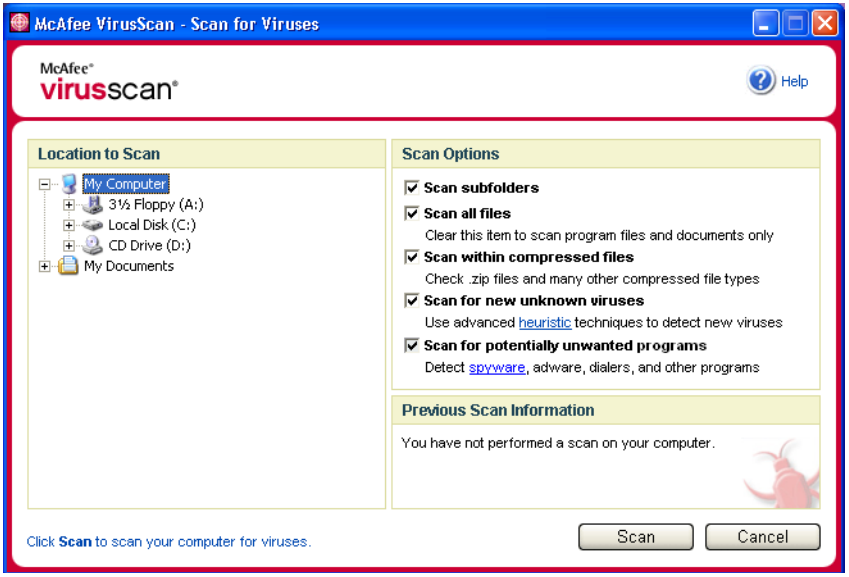
McAfee VirusScan - Scan for Viruses
McAfee
virusscan
Help
Location to Scan
My Computer
3½ Floppy (A:)
Local Disk (C:)
CD Drive (D:)
My Documents
Scan Options
Scan subfolders
Scan all files
Clear this item to scan program files and documents only
Scan within compressed files
Check .zip files and many other compressed file types
Scan for new unknown viruses
Use advanced heuristic techniques to detect new viruses
Scan for potentially unwanted programs
Detect spyware, adware, dialers, and other programs
Previous Scan Information
You have not performed a scan on your computer.
Click Scan to scan your computer for viruses.
Scan
Cancel

Figure 2-7. Scan for Viruses

2 Click the drive, folder, or file that you want to scan.

3 Select your **Scan Options**. By default, all of the **Scan Options** are pre-selected to provide the most thorough scan possible (Figure 2-7):

- **Scan subfolders** — Use this option to scan files contained in your subfolders. Deselect this checkbox to allow checking of only the files visible when you open a folder or drive.

Example: The files in Figure 2-8 are the only files scanned if you deselect the **Scan subfolders** checkbox. The folders and their contents are not scanned. To scan those folders and their contents, you must leave the checkbox selected.

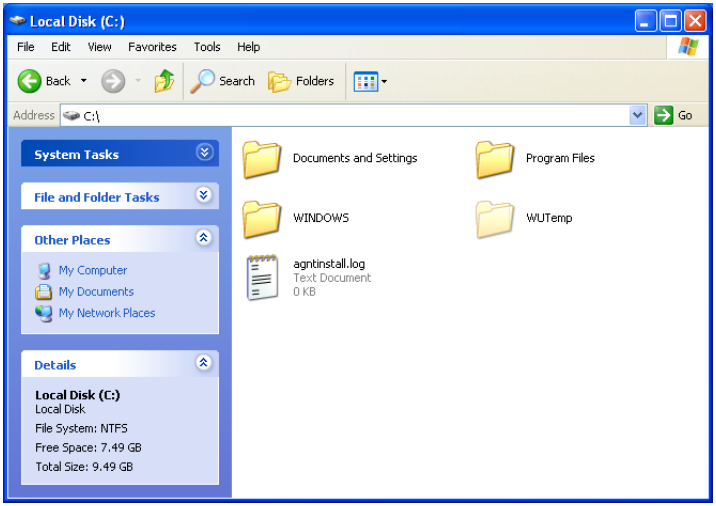

Figure 2-8. Local Disk Contents

- **Scan all files** — Use this option to allow the thorough scanning of all file types. Deselect this checkbox to shorten the scanning time and allow checking of program files and documents only.
- **Scan within compressed files** — Use this option to reveal hidden infected files within .ZIP and other compressed files. Deselect this checkbox to prevent checking of any files or compressed files within the compressed file.

  Sometimes virus authors plant viruses in a .ZIP file, then insert that .ZIP file into another .ZIP file in an effort to bypass anti-virus scanners. Scan can detect these viruses as long as you leave this option selected.
- **Scan for new unknown viruses** — Use this option to find the newest viruses that might not have existing "cures." This option uses advanced heuristic techniques that try to match files to the signatures of known viruses, while also looking for telltale signs of unidentified viruses in the files.

  This scanning method also looks for file traits that can generally rule out that the file contains a virus. This minimizes the chances that Scan gives a false indication. Nevertheless, if a heuristic scan detects a virus, you should treat it with the same caution that you would treat a file that you know contains a virus.

  This option provides the most thorough scan, but is generally slower than a normal scan.

- **Scan for potentially unwanted programs** — Use this option to detect spyware, adware, dialers, and other programs that you did not intend to install on your computer.

  NOTE
  Leave all options selected for the most thorough scan possible. This effectively scans every file in the drive or folder that you select, so allow plenty of time for the scan to complete. The larger the hard drive and the more files you have, the longer the scan takes.

4 Click **Scan** to start scanning files.

When the scan is finished, a scan summary shows the number of files scanned, the number of files detected, the number of potentially unwanted programs, and the number of detected files that were automatically cleaned.

5 Click **OK** to close the summary, and view the list of any detected files in the **Scan for Viruses** dialog box (Figure 2-9).

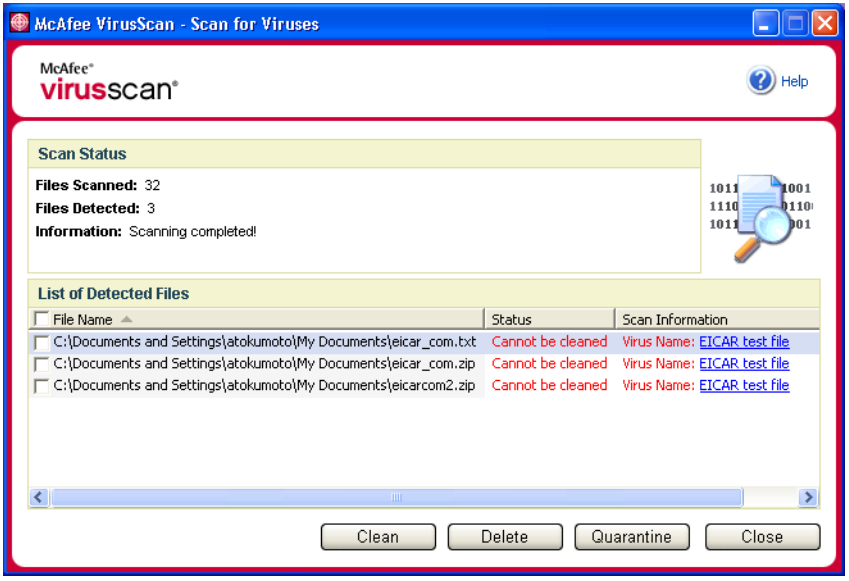

Figure 2-9. Scan Results

NOTE
Scan counts a compressed file (.ZIP, .CAB, etc.) as one file within the **Files Scanned** number. Also, the number of files scanned can vary if you have deleted your temporary Internet files since your last scan.

6 If Scan finds no viruses or potentially unwanted programs, click **Back** to select another drive or folder to scan, or click **Close** to close the dialog box. Otherwise, see *If Scan finds a virus or potentially unwanted program* on page 30.

Scanning via Windows Explorer

VirusScan provides a shortcut menu to scan selected files, folders, or drives for viruses and potentially unwanted programs from within Windows Explorer.

To scan files in Windows Explorer:

1 Open Windows Explorer.

2 Right-click the drive, folder, or file that you want to scan, and then click **Scan for Viruses**.

The **Scan for Viruses** dialog box opens and starts scanning files. By default, all of the default **Scan Options** are pre-selected to provide the most thorough scan possible (Figure 2-7 on page 25).

Scanning via Microsoft Outlook

VirusScan provides a toolbar icon to scan for viruses and potentially unwanted programs in selected message stores and their subfolders, mailbox folders, or e-mail messages containing attachments from within Microsoft Outlook 97 or later.

To scan e-mail in Microsoft Outlook:

1 Open Microsoft Outlook.

2 Click the message store, folder, or e-mail message containing an attachment that you want to scan, and then click the e-mail scanning toolbar icon .

The e-mail scanner opens and starts scanning files. By default, all of the default **Scan Options** are pre-selected to provide the most thorough scan possible (Figure 2-7 on page 25).

Automatically scanning for viruses and potentially unwanted programs

Although VirusScan scans files when they are accessed by either you or your computer, you can schedule automatic scanning in Windows Scheduler to thoroughly check your computer for viruses and potentially unwanted programs at specified intervals.

To schedule a scan:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Options**.

The **VirusScan Options** dialog box opens.

2 Click the **Scheduled Scan** tab (Figure 2-10 on page 29).

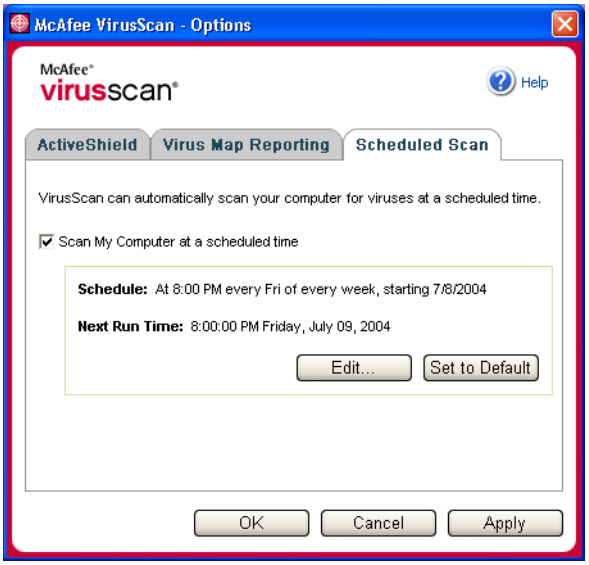

Figure 2-10. Scheduled Scan Options

3 Select the **Scan My Computer at a scheduled time** checkbox to enable automatic scanning.

4 Specify a schedule for automatic scanning:

- To accept the default schedule (8PM every Friday), click **OK**.
- To edit the schedule:

  a. Click **Edit**.

  b. Select how often to scan your computer in the **Schedule Task** list, and then select additional options in the dynamic area below it:

  Daily - Specify the number of days between scans.

  Weekly (the default) - Specify the number of weeks between scans as well as the names of the day(s) of the week.

  Monthly - Specify which day of the month to scan. Click **Select Months** to specify which months to scan, and click **OK**.

  Once - Specify which date to scan.

NOTE
These options in Windows Scheduler are not supported: **At system startup**, **When idle**, and **Show multiple schedules**. The last supported schedule remains enabled until you select from among the valid options.

c. Select the time of day to scan your computer in the **Start time** box.

d. To select advanced options, click **Advanced**.

The **Advanced Schedule Options** dialog box opens.

i. Specify a start date, end date, duration, end time, and whether to stop the task at the specified time if the scan is still running.

ii. Click **OK** to save your changes and close the dialog box. Otherwise, click **Cancel**.

5 Click **OK** to save your changes and close the dialog box. Otherwise, click **Cancel**.

6 To revert to the default schedule, click **Set to Default**. Otherwise, click **OK**.

If Scan finds a virus or potentially unwanted program

For most viruses, Trojans, and worms, Scan automatically tries to clean the file. You can then choose how to manage detected files, including whether to submit them to the McAfee AVERT labs for research. If Scan detects a potentially unwanted program, you can manually try to clean, quarantine, or delete it (AVERT submission is unavailable).

To manage a virus or potentially unwanted program:

1 If a file appears in the **List of Detected Files**, click the checkbox in front of the file to select it.

NOTE
If more than one file appears in the list, you can select the checkbox in front of the **File Name** list to perform the same action on all of the files. You can also click the file name in the **Scan Information** list to view details from the Virus Information Library.

2 If the file is a potentially unwanted program, you can click **Clean** to try to clean it.

3 If Scan cannot clean the file, you can click **Quarantine** to encrypt and temporarily isolate infected and suspicious files in the quarantine directory until an appropriate action can be taken. (See *Managing quarantined files* for details.)

4 If Scan cannot clean or quarantine the file, you can do either of the following:

- Click **Delete** to remove the file.
- Click **Cancel** to close the dialog box without taking any further action.

If Scan cannot clean or delete the detected file, consult the Virus Information Library at http://us.mcafee.com/virusInfo/default.asp for instructions on manually deleting the file.

If a detected file prevents you from using your Internet connection or from using your computer at all, try using a Rescue Disk to start your computer. The Rescue Disk, in many cases, can start a computer if a detected file disables it. See *Creating a Rescue Disk* on page 33 for details.

For more help, consult McAfee Customer Support at http://www.mcafeehelp.com/.

Managing quarantined files

The Quarantine feature encrypts and temporarily isolates infected and suspicious files in the quarantine directory until an appropriate action can be taken. Once cleaned, a quarantined file can then be restored to its original location.

To manage a quarantined file:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Manage Quarantined Files**.

A list of quarantined files appears (Figure 2-11).

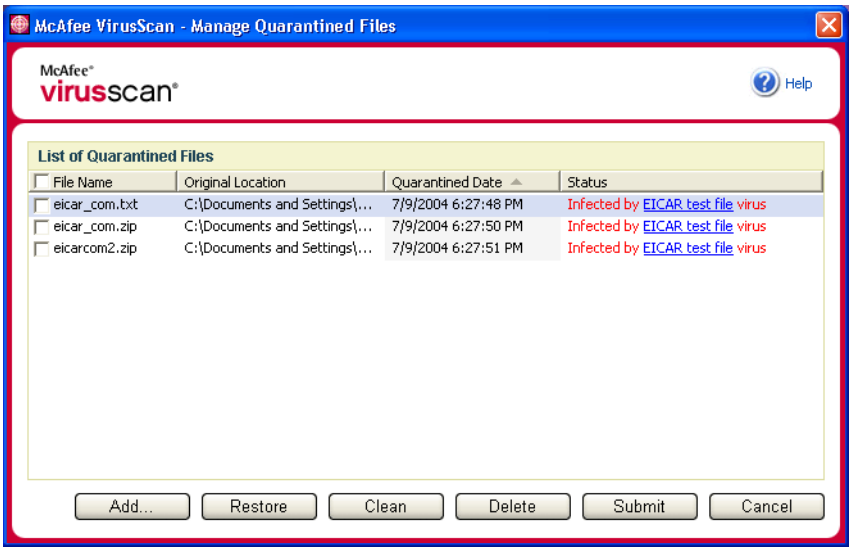

Figure 2-11. Manage Quarantined Files

2 Select the checkbox next to the file(s) you want to clean.

NOTE
If more than one file appears in the list, you can select the checkbox in front of the **File Name** list to perform the same action on all of the files. You can also click the virus name in the **Status** list to view details from the Virus Information Library.

Or, click **Add**, select a suspicious file to add to the quarantine list, click **Open**, then select it in the quarantine list.

3 Click **Clean**.

4 If the file is cleaned, click **Restore** to move it back to its original location.

5 If VirusScan cannot clean the virus, click **Delete** to remove the file.

6 If VirusScan cannot clean or delete the file, and if it is not a potentially unwanted program, you can submit the file to the McAfee AntiVirus Emergency Response Team (AVERT™) for research:

a Update your virus signature files if they are more than two weeks old.

b Verify your subscription.

c Select the file and click **Submit** to submit the file to AVERT.

VirusScan sends the quarantined file as an attachment with an e-mail message containing your e-mail address, country, software version, OS, and the file's original name and location. The maximum submission size is one unique 1.5-MB file per day.

7 Click **Cancel** to close the dialog box without taking any further action.

Creating a Rescue Disk

Rescue Disk is a utility that creates a bootable floppy disk that you can use to start your computer and scan it for viruses if a virus keeps you from starting it normally.

> **NOTE**
> You must be connected to the Internet to download the Rescue Disk image. Also, Rescue Disk is available for computers with FAT (FAT 16 and FAT 32) hard drive partitions only. It is unnecessary for NTFS partitions.

To create a Rescue Disk:

1. On a non-infected computer, insert a non-infected floppy disk in drive A. You might want to use Scan to ensure that both the computer and the floppy disk are virus-free. (See *Manually scanning for viruses and potentially unwanted programs* on page 25 for details.)
2. Right-click the McAfee icon, point to **VirusScan**, then click **Create Rescue Disk**.

   The **Create a Rescue Disk** dialog box opens (Figure 2-12).

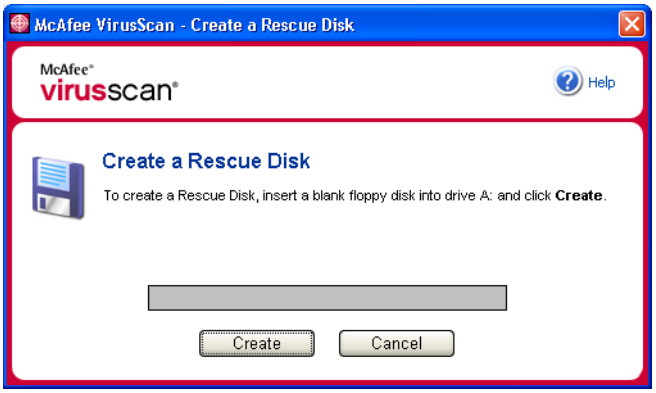
McAfee VirusScan - Create a Rescue Disk
McAfee
virusscan
Help
Create a Rescue Disk
To create a Rescue Disk, insert a blank floppy disk into drive A: and click Create.
Create
Cancel

Figure 2-12. Create a Rescue Disk

3. Click **Create** to create the Rescue Disk.

   If this is your first time creating a Rescue Disk, a message tells you that Rescue Disk needs to download the image file for the Rescue Disk. Click **OK** to download the component now, or click **Cancel** to download it later.

   A warning message tells you that the contents of the floppy disk will be lost.
4. Click **Yes** to continue creating the Rescue Disk.

   The creation status appears in the **Create Rescue Disk** dialog box.

5 When the message "Rescue disk created" appears, click **OK**, then close the **Create Rescue Disk** dialog box.

6 Remove the Rescue Disk from the drive, write-protect it, and store it in a safe location.

Write-protecting a Rescue Disk

To write-protect a Rescue Disk:

1 Turn the floppy disk label-side down (the metal circle should be visible).

2 Locate the write-protect tab. Slide the tab so the hole is visible.

Using a Rescue Disk

To use a Rescue Disk:

1 Turn off the infected computer.

2 Insert the Rescue Disk into the drive.

3 Turn the computer on.

A gray window with several options appears.

4 Choose the option that best suits your needs by pressing the Function keys (for example, F2, F3).

NOTE
Rescue Disk starts automatically in 60 seconds if you do not press any of the keys.

Updating a Rescue Disk

It is a good idea to update your Rescue Disk regularly. To update your Rescue Disk, follow the same instructions for creating a new Rescue Disk.

Automatically reporting viruses

You can anonymously send virus tracking information for inclusion in our World Virus Map. Automatically register for this free, secure feature either during VirusScan installation (in the **Virus Map Reporting** dialog box), or at any time in the **Virus Map Reporting** tab of the **VirusScan Options** dialog box.

Reporting to the World Virus Map

To automatically report virus information to the World Virus Map:

1 Right-click the McAfee icon, point to **VirusScan**, then click **Options**.

The **VirusScan Options** dialog box opens.

2 Click the **Virus Map Reporting** tab (Figure 2-13).

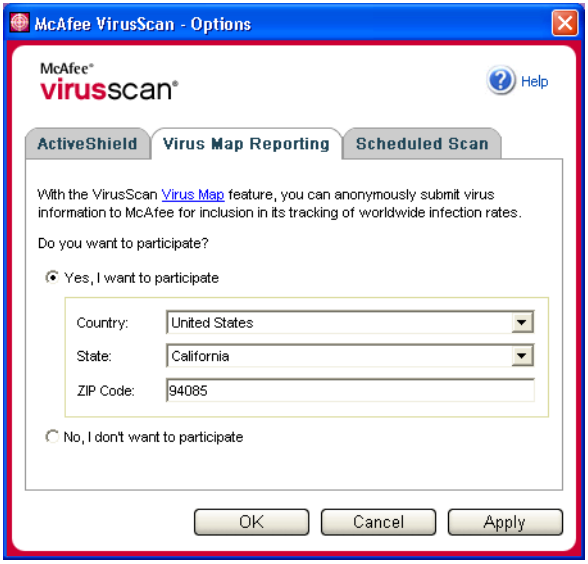

Figure 2-13. Virus Map Reporting Options

3 Accept the default **Yes, I want to participate** to anonymously send your virus information to McAfee for inclusion in its World Virus Map of worldwide infection rates. Otherwise, select **No, I don't want to participate** to avoid sending your information.

4 If you are in the United States, select the state and enter the zip code where your computer is located. Otherwise, VirusScan automatically tries to select the country where your computer is located.

5 Click **OK**.

Viewing the World Virus Map

Whether or not you participate in the World Virus Map, you can view the latest worldwide infection rates via the McAfee icon in your Windows system tray.

To view the World Virus Map:

- Right-click the McAfee icon, point to **VirusScan**, then click **World Virus Map**.

  The **World Virus Map** web page appears (Figure 2-14).

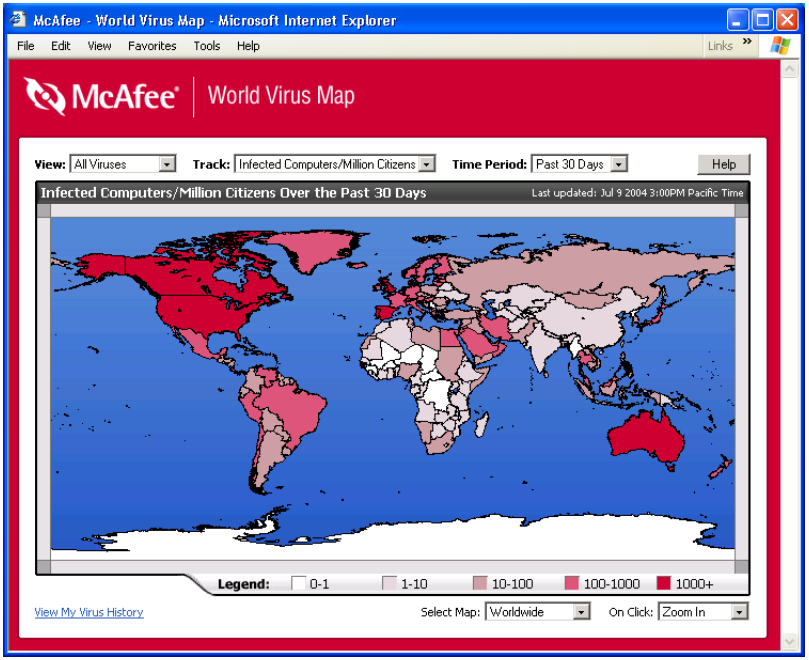
McAfee - World Virus Map - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Links
McAfee
World Virus Map
View: All Viruses
Track: Infected Computers/Million Citizens
Time Period: Past 30 Days
Help
Infected Computers/Million Citizens Over the Past 30 Days
Last updated: Jul 9 2004 3:00PM Pacific Time
Legend: 0-1 1-10 10-100 100-1000 1000+
View My Virus History
Select Map: Worldwide
On Click: Zoom In

Figure 2-14. World Virus Map

By default, the World Virus Map shows the number of infected computers worldwide over the past 30 days, and also when the reporting data was last updated. You can change the map view to show the number of infected files, or change the time period to show only the results over the past 7 days or the past 24 hours.

The **Virus Tracking** section lists cumulative totals for the number of scanned files, infected files, and infected computers that have been reported since the date shown.

Updating VirusScan

When you are connected to the Internet, VirusScan automatically checks for updates every four hours, then automatically downloads and installs weekly virus definition updates without interrupting your work.

Virus definition files are approximately 100 KB and thus have minimal impact on system performance during download.

If a product update or virus outbreak occurs, an alert appears. Once alerted, you can then choose to update VirusScan to remove the threat of a virus outbreak.

Automatically checking for updates

McAfee SecurityCenter is automatically configured to check for updates for all of your McAfee services every four hours when you are connected to the Internet, then notify you with alerts and sounds. By default, SecurityCenter automatically downloads and installs any available updates.

> **NOTE**
> In some cases, you will be prompted to restart your computer to complete the update. Be sure to save all of your work and close all applications before restarting.

Manually checking for updates

In addition to automatically checking for updates every four hours when you are connected to the Internet, you can also manually check for updates at any time.

To manually check for VirusScan updates:

1. Ensure your computer is connected to the Internet.
2. Right-click the McAfee icon, then click **Updates**.

   The **SecurityCenter Updates** dialog box opens.
3. Click **Check Now**.

   If an update exists, the **VirusScan Updates** dialog box opens (Figure 2-15 on page 38). Click **Update** to continue.

   If no updates are available, a dialog box tells you that VirusScan is up-to-date. Click **OK** to close the dialog box.

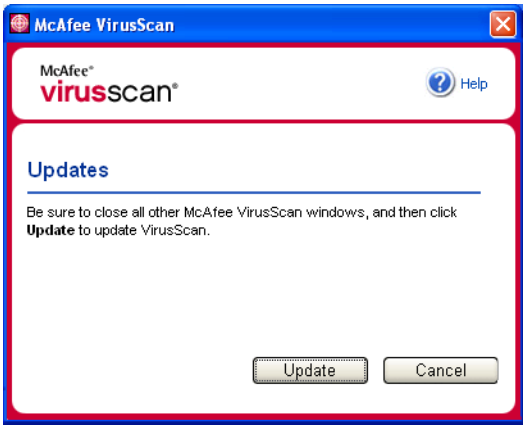

Figure 2-15. Updates Dialog Box

4 Log on to the web site if prompted. The **Update Wizard** installs the update automatically.

5 Click **Finish** when the update is finished installing.

> **NOTE**
> In some cases, you will be prompted to restart your computer to complete the update. Be sure to save all of your work and close all applications before restarting.

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